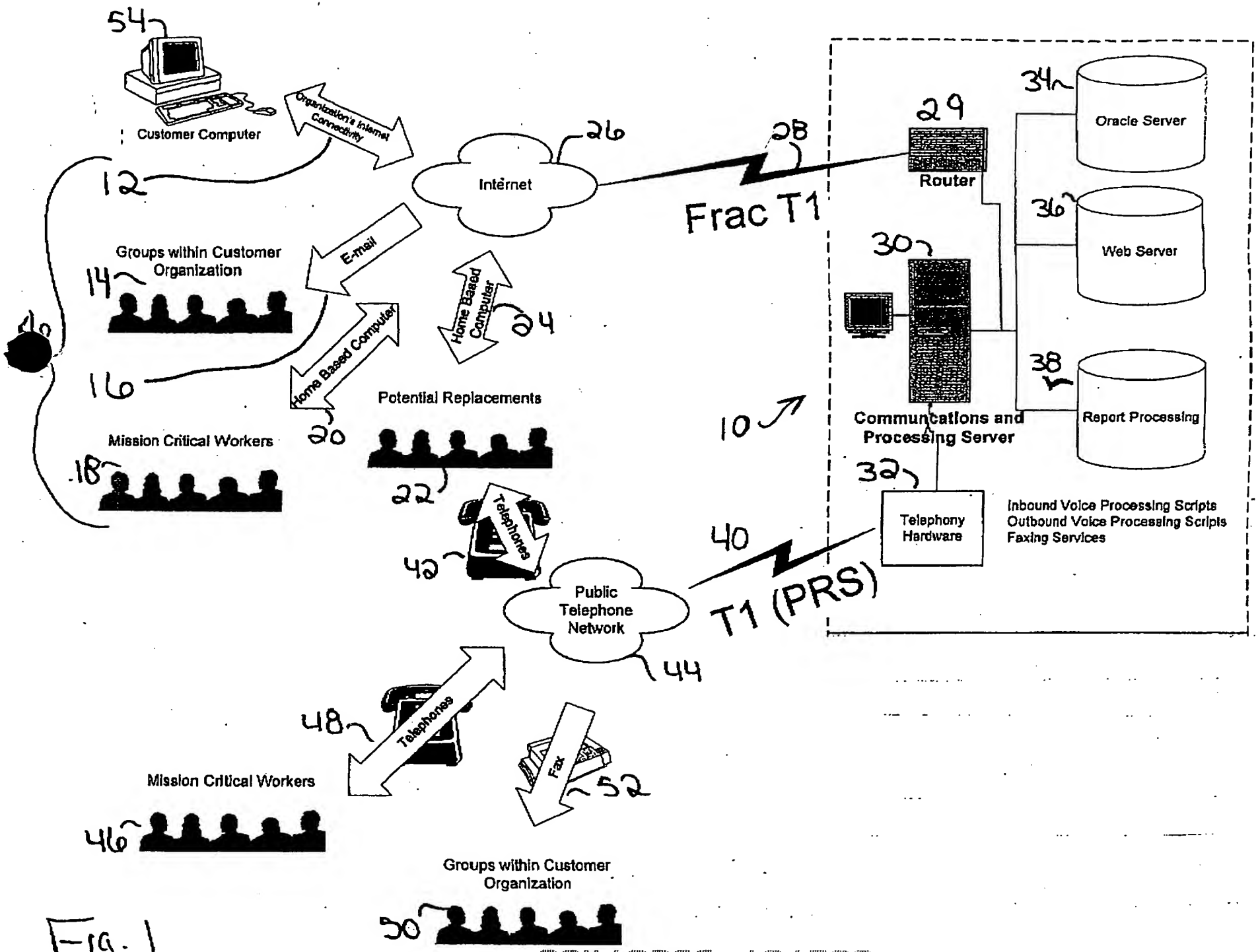

Fig. 1

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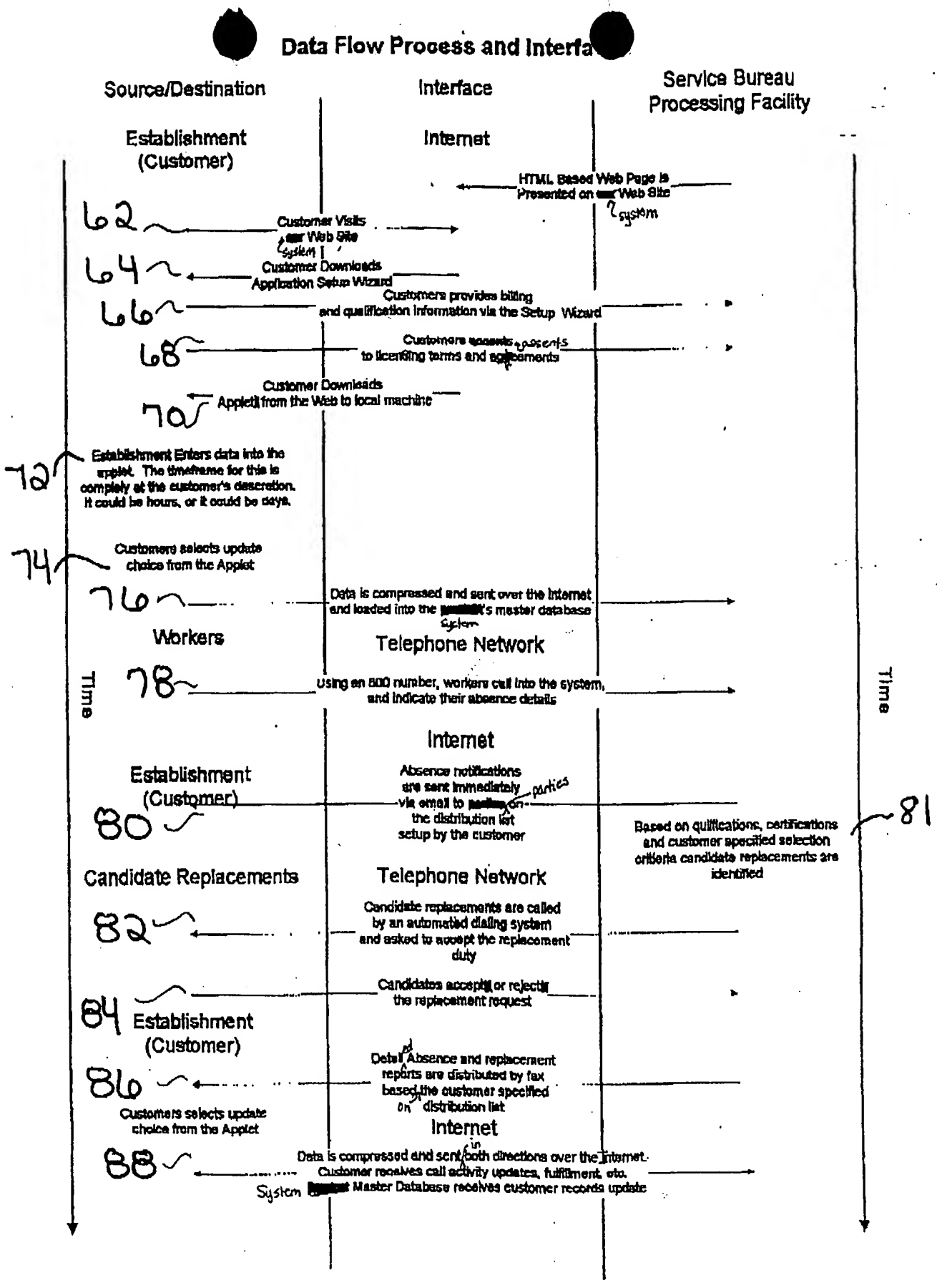
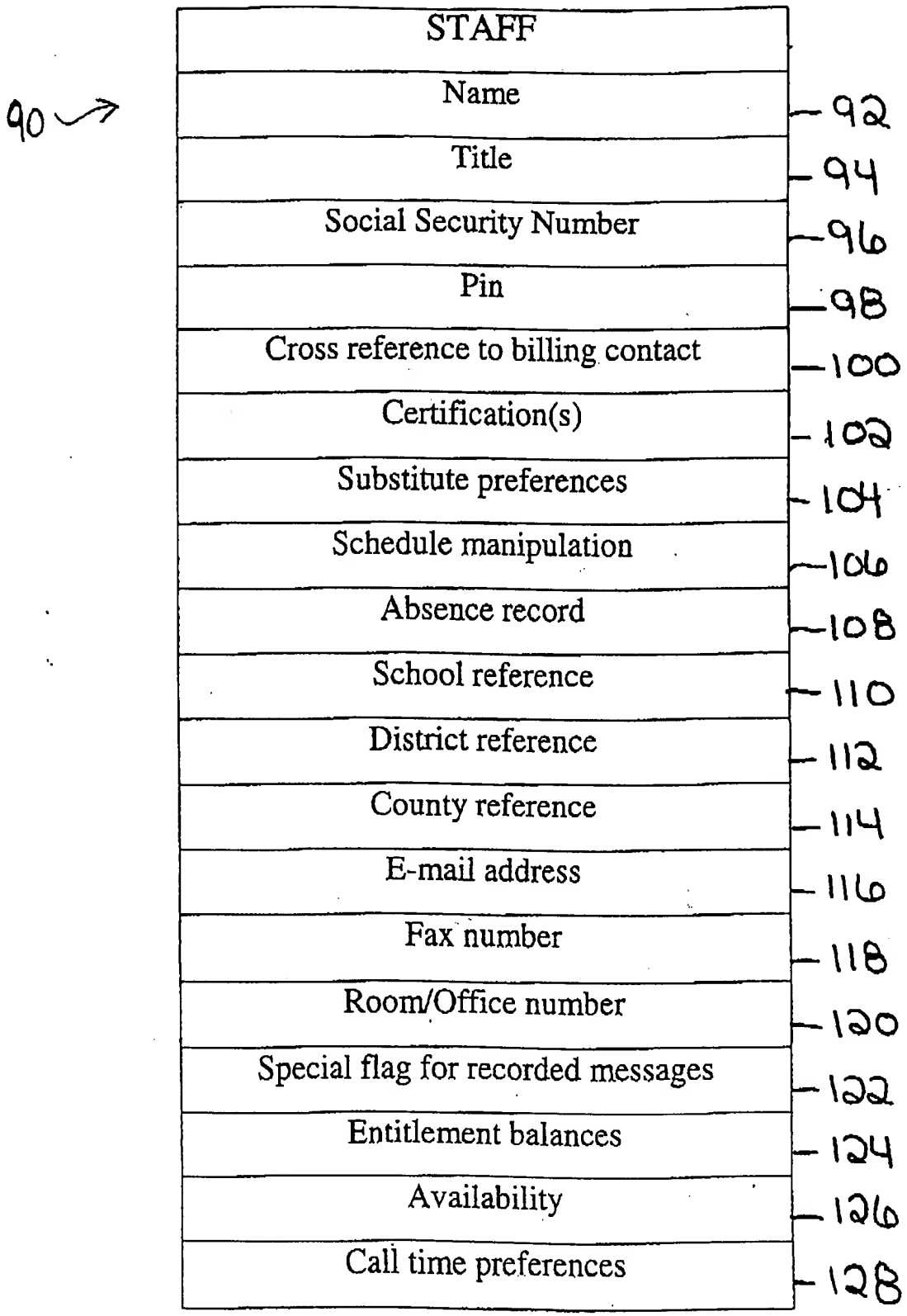

Data Flow Process and Interfa
Source/Destination
Interface
Service Bureau Processing Facility
Establishment (Customer)
Internet
HTML Based Web Page is Presented on Web Site
62
Customer Visits Web Site
64
Customer Downloads Application Setup Wizard
66
Customers provides billing and qualification information via the Setup Wizard
68
Customers assents to licensing terms and agreements
Customer Downloads Applet from the Web to local machine
70
72
Establishment Enters data into the applet. The timeframe for this is completly at the customer's discretion. It could be hours, or it could be days.
74
Customers selects update choice from the Applet
76
Data is compressed and sent over the Internet and loaded into the 's master database
Workers
Telephone Network
Time
78
Using an 800 number, workers call into the system, and indicate their absence details
Internet
Establishment (Customer)
80
Absence notifications are sent immediately via email to parties on the distribution list setup by the customer
81
Based on qulifications, certifications and customer specified selection criteria candidate replacements are identified
Candidate Replacements
Telephone Network
82
Candidate replacements are called by an automated dialing system and asked to accept the replacement duty
Candidates accept or reject the replacement request
84
Establishment (Customer)
Detail Absence and replacement reports are distributed by fax based on the customer specified distribution list
86
Customers selects update choice from the Applet
Internet
88
Data is compressed and sent in both directions over the Internet. Customer receives call activity updates, fulfillment, etc.
System Master Database receives customer records update
Time

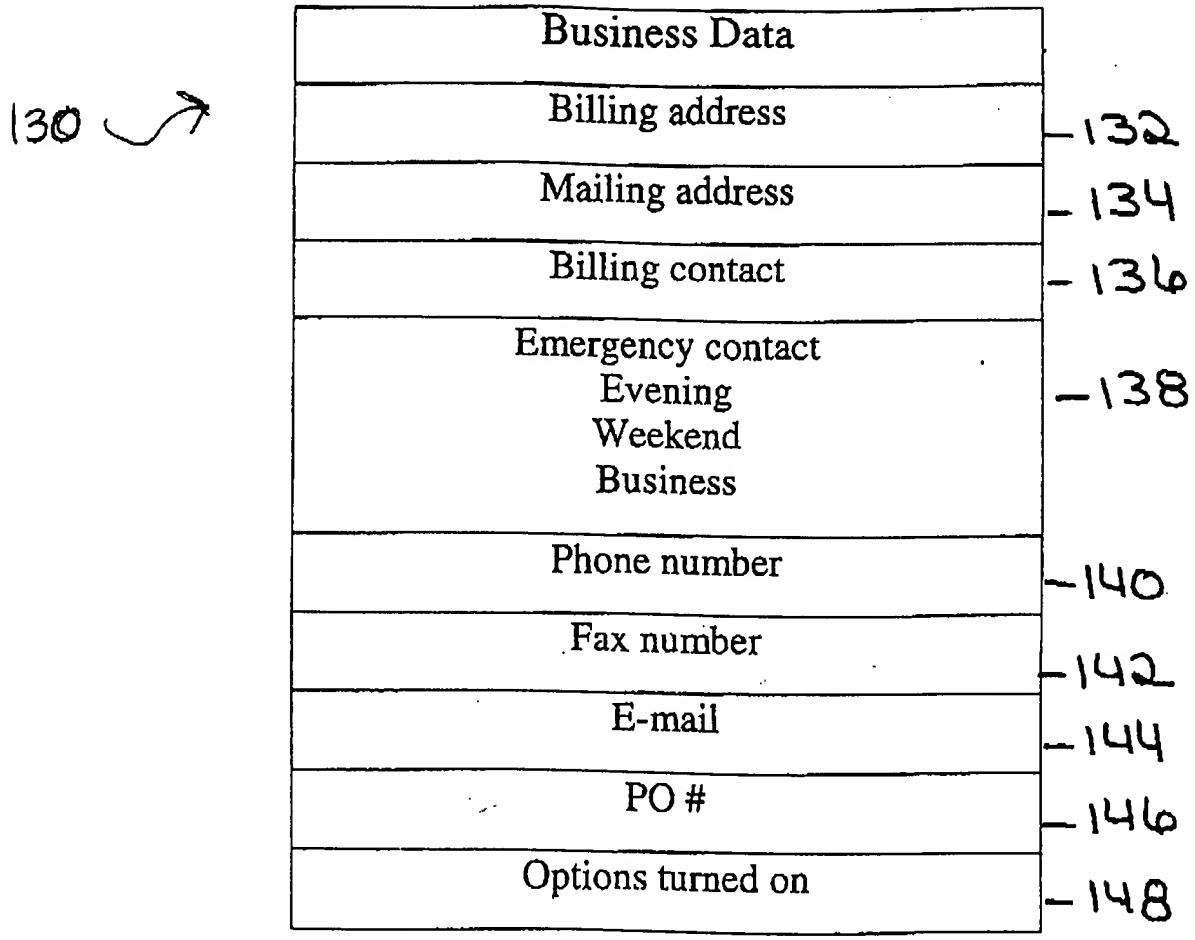
Fig. 2

Figure 3



6051.01 - 5960-1600

Figure 4



6551015 - 5/26/04 - 4:60

Figure 5

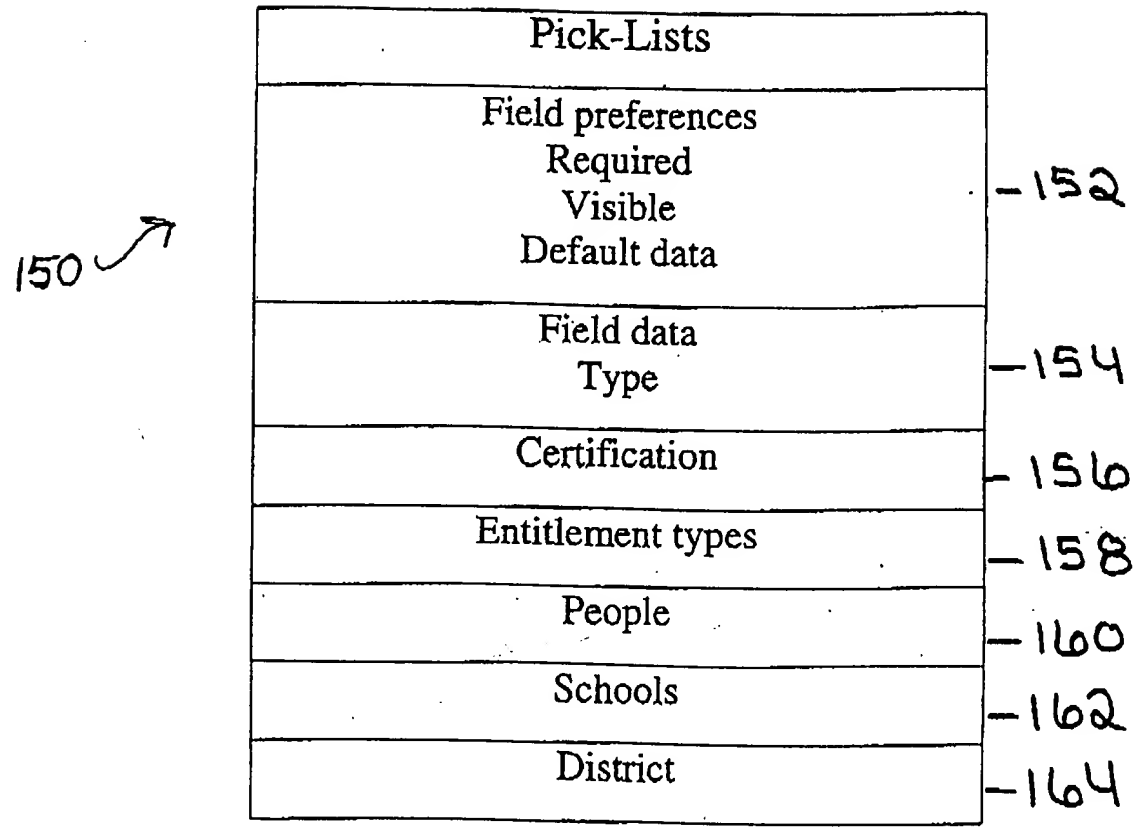

Pick-Lists
Field preferences
Required
Visible
Default data
Field data
Type
Certification
Entitlement types
People
Schools
District
150
152
154
156
158
160
162
164

Figure 6

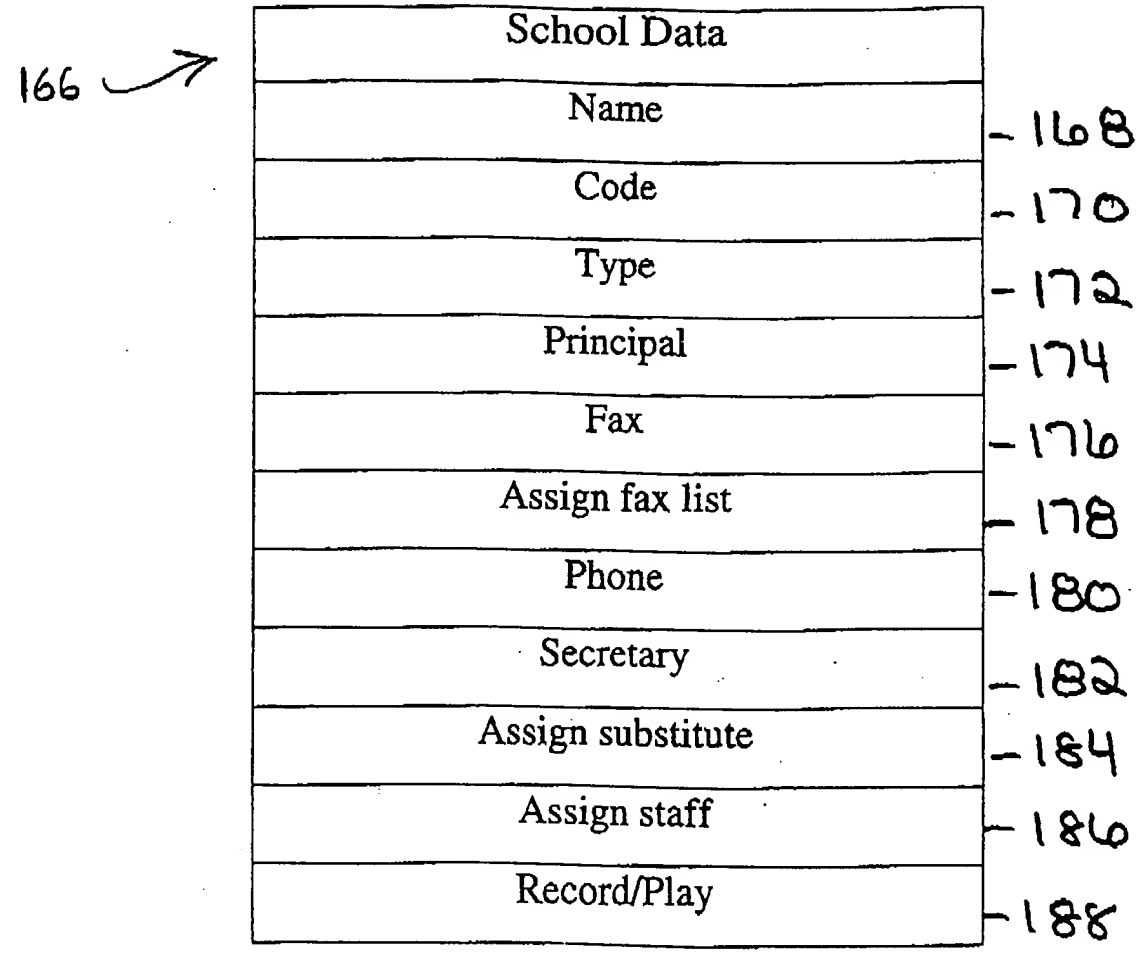


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Figure 7

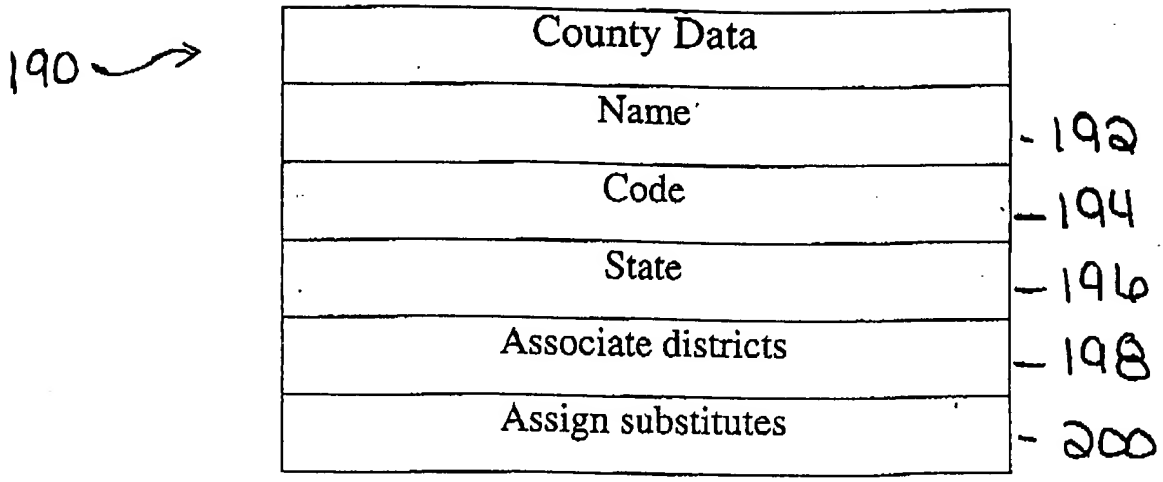
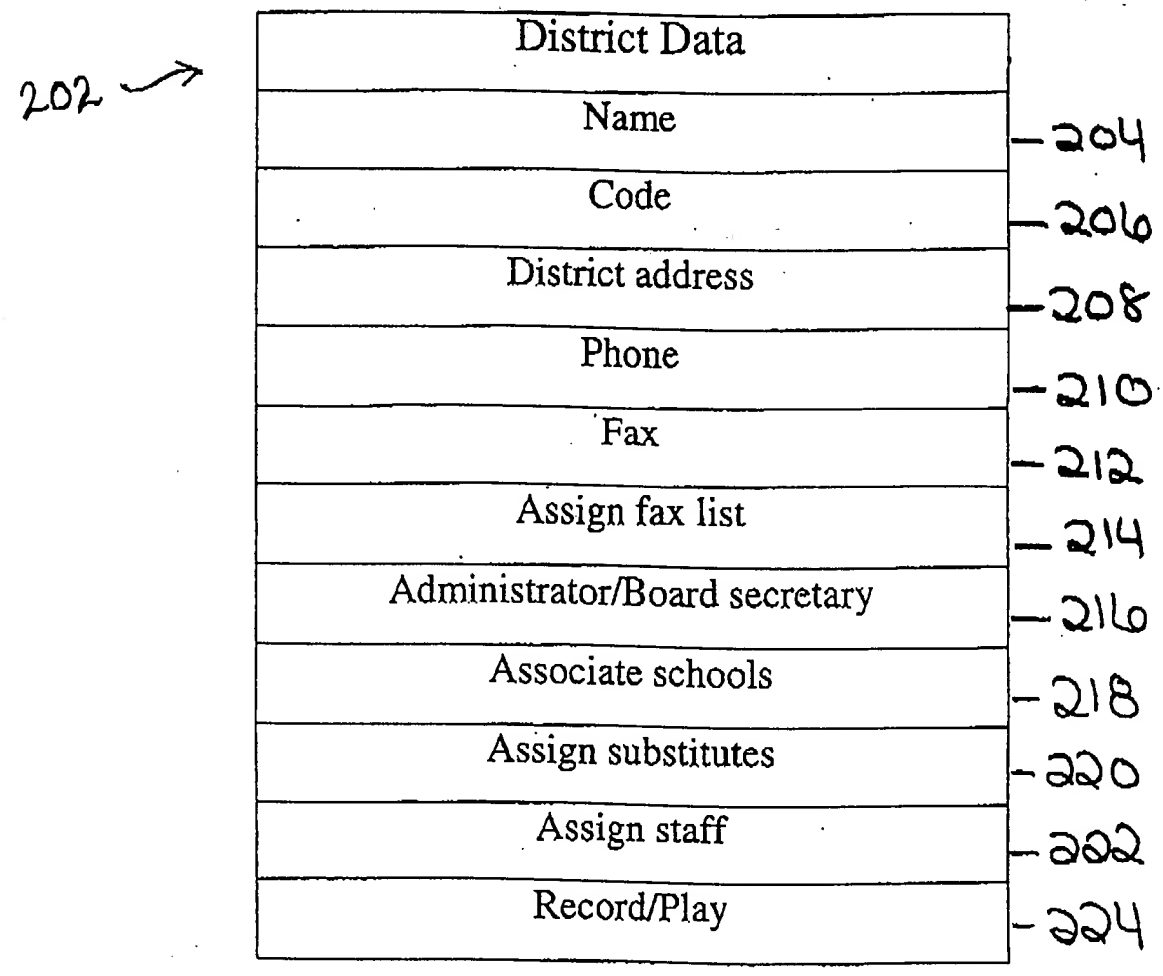


Figure 8



09570105 - 09/570,105

Figure 9

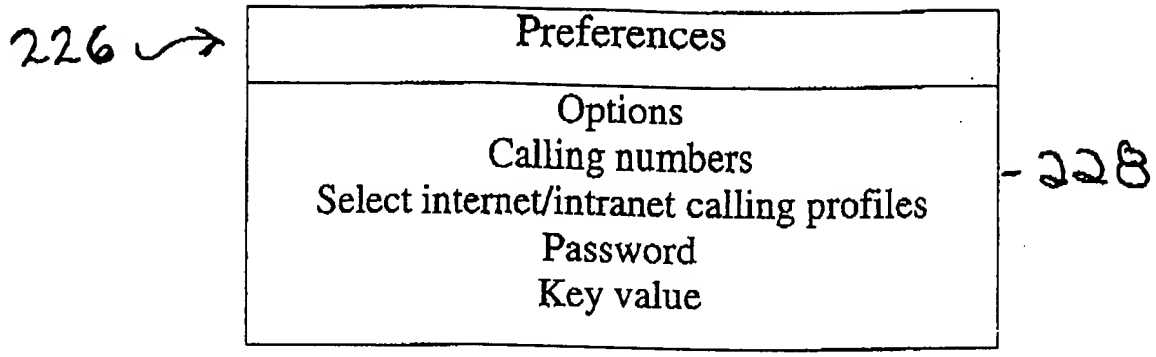
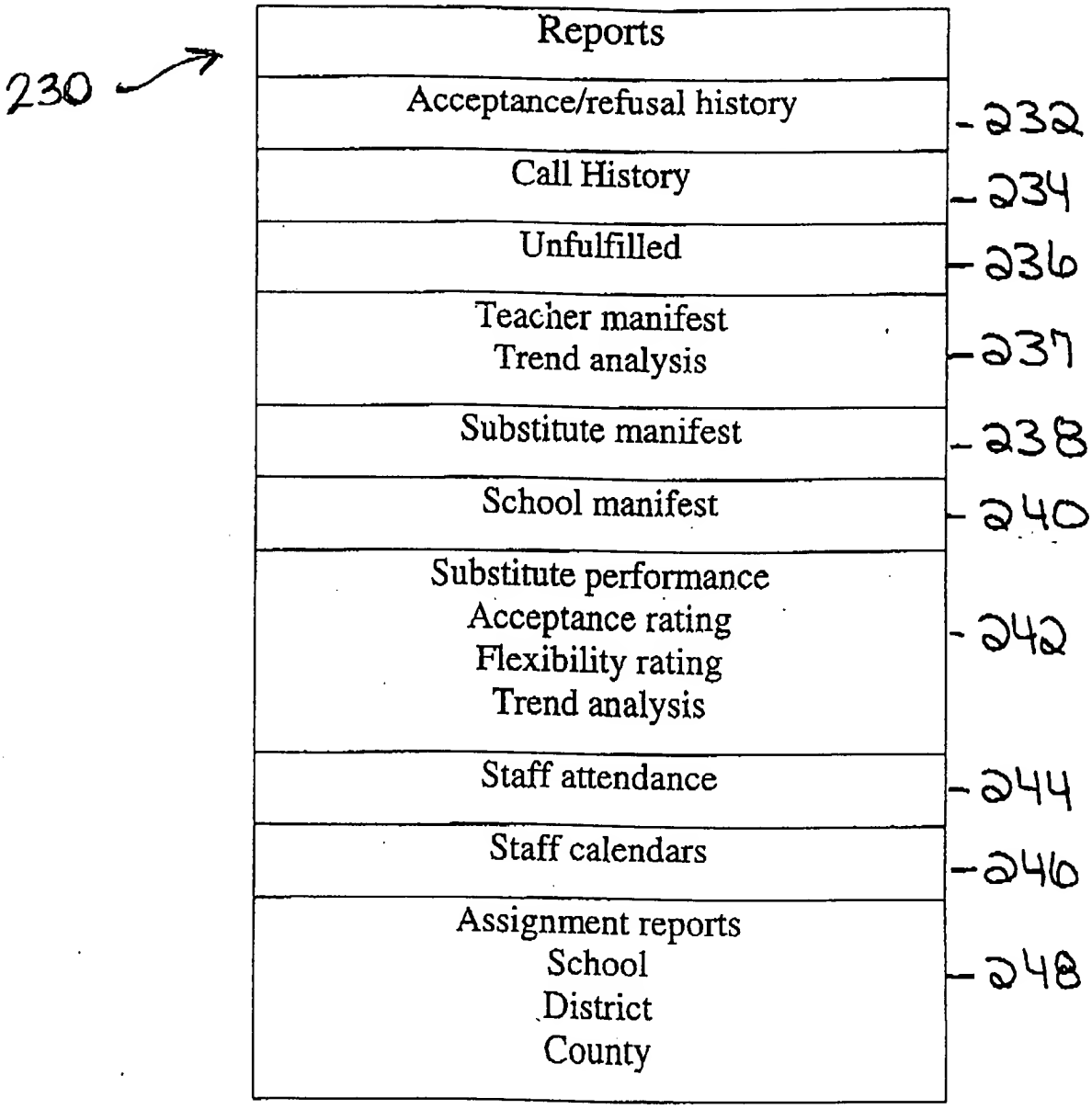
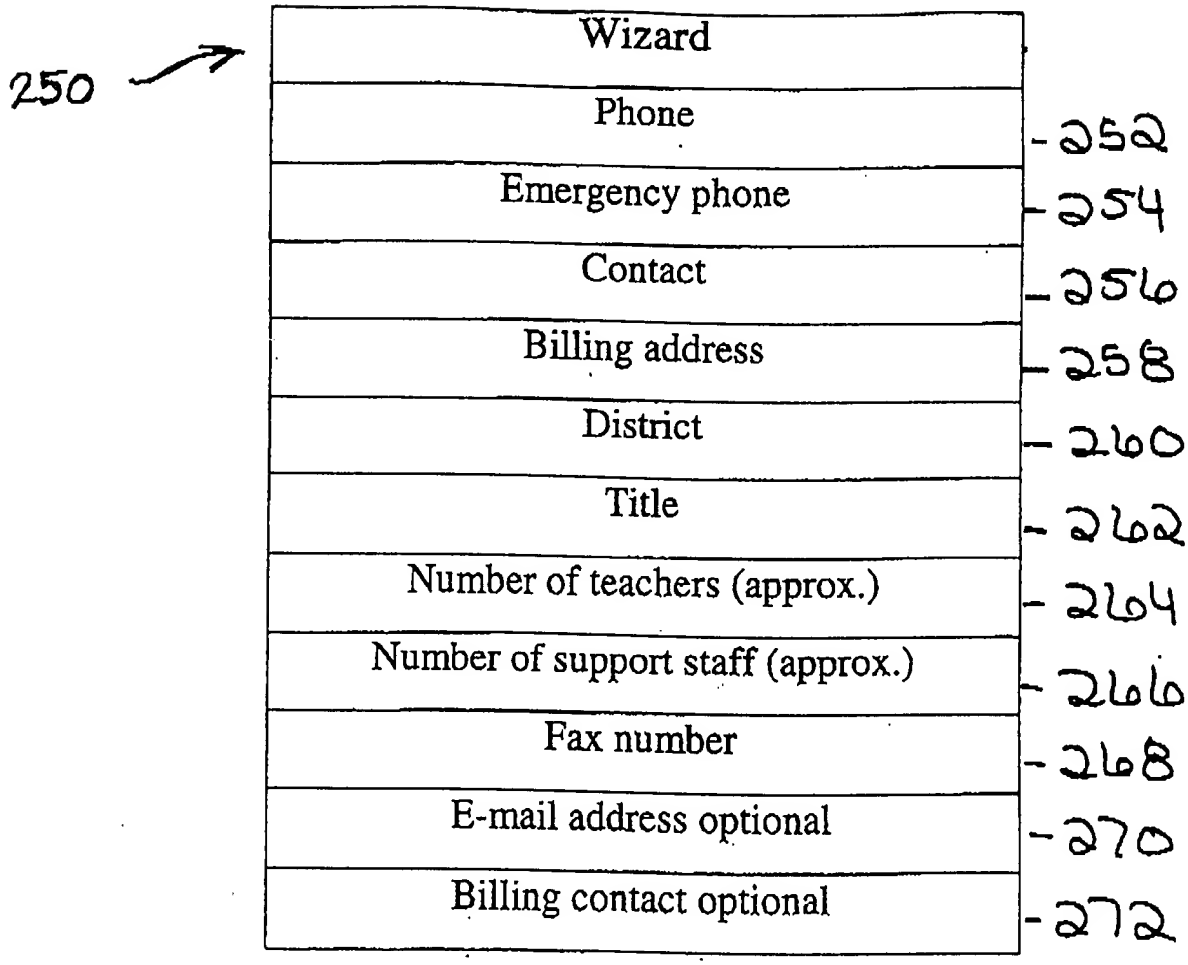

226
Preferences
Options
Calling numbers
Select internet/intranet calling profiles
Password
Key value
228

Figure 10



6551075 - 5/26/04 1:60

Figure 11


250
Wizard
Phone
252
Emergency phone
254
Contact
256
Billing address
258
District
260
Title
262
Number of teachers (approx.)
264
Number of support staff (approx.)
266
Fax number
268
E-mail address optional
270
Billing contact optional
272

276

ABSENTEE REPORT

DATE: 1/8/98 TIME: 14:40:08

Name	Social Security#	Phone #	Title	Time	Location
Smith, John, T.	005-75-2243	(609)-555-1111	Social Studies	14:39:50	Howard
	Date:	1/8/98			
	Type:	Sick			
	F/H Day:	Half Day/PM			

278

SUBSTITUTE ASSIGNMENT REPORT

DATE: 1/8/98 TIME: 17:08

Name: Smith, John, T. SSN: 005-75-2243
Title: Social Studies gr 8 School ID: 011
Location: Howard School: 50 South School Street

Substitute Information
Name: Smith, Charles SSN: 005-76-2214
Contact Date: 1/8/98 Time: 17:06

279

CALL HISTORY REPORT

DATE: 1/8/98 TIME: 17:08

Name: Smith, John, T. SSN: 005-75-2243

Date: 1/8/98	Time:17:04	Line: Answer	Status: No Contact	Sub:	Smith, Mark, C.
Date: 1/8/98	Time:17:05	Line: Answer	Status: Rejected	Sub:	Jones, Pat, B.
Date: 1/8/98	Time:17:06	Line: Answer	Status: Accepted	Sub:	Smith, Charles, D.

280

UNFULFILLED SUBSTITUTE ASSIGNMENT REPORT

DATE: 1/8/98 TIME: 19:10

Name: Hitchens, Jack, R. SSN: 008-75-2278
Title: English gr 11 School ID: 012
Location: Blair School: 123 South Main Street

Fig. 12

Figure 17

States	Events					
ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
Telephony Application						
Teacher Call-in						
281 Initial	Prompt for SS Number	Take phone offhook; Generate "Start" Event	ST: MainMenu	ST: ErrorState	ST: Hangup	N/A
282 MainMenu	"1"Record Absence; "2"Listen to Entitlement Day Balances; "3"Special Instructions	N/A	"1"Pressed ST: Whenstep1; "2"Pressed, Entitlements	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
283 Whenstep1	"1" Today; "2"Another Day	N/A	"1" ST: Shift; "2" ST: WhenAnotherDay	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
284 WhenAnotherDay	Prompt for day of the month followed by the "#" sign	N/A	ST: Shift	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
285 Shift	"1" Full Day; "2"Half day AM; "3"Half day PM;	N/A	ST: AbsenceType or if required ST: StartTime	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
286 StartTime	Prompt for a military time	N/A	ST: AbsenceType	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
287 AbsenceType	List Valid Absence Types from database	N/A	ST: ConfirmAbsence or if required ST:RecordInstructions	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
288 RecordInstructions	Play instructions for recording a message	N/A	ST: ConfirmAbsence	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
289 ConfirmAbsence	Replay contents of absence, prompt user to confirm;	N/A	"1"Pressed, ST: CheckComplete; "2"Pressed, ST: WhenAnotherDay	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
290 CheckComplete	Press "1"Complete call and get confirmation number; "2"Enter an additional absence day;	N/A	"1"Pressed, ST: Goodbye; "2"Pressed, ST:WhenAnotherDay	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
291 Entitlements	List Entitlement Day Balances, ST: MainMenu	N/A	N/A	N/A	N/A	N/A

292	ErrorState	Play standard error meesge; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
293	Hangup	Hangup Phone; ST: End	N/A	N/A	N/A	N/A	N/A
294	Goodbye	Play goodbye message; ST: Hangup	N/A	N/A	N/A	N/A	N/A

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Figure 1[illegible]

States	Events					
ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
School Administrator Call-in						
295 MainMenu	Press "1"School Menu; Press "2" Entitlement Types Menu	N/A	"1"Pressed ST: RecordSchoolMenu; "2"Pressed ST: RecordEntTypesMenu	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
296 RecordSchoolMenu	Prompt for valid School Reocrding ID	N/A	ST: RecordSchool, or if "#" pressed ST: MainMenu	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
297 RecordSchool	Play existing recording, if exists then prompt "1" to Record new prompt, "#" to return to School Menu	N/A	"1" Pressed, record/verify prompt, ST: RecordSchoolMenu;"#" ST: RecordSchoolMenu	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
298 RecordEntTypesMenu	Prompt for valid Entitlement Type Reocrding ID	N/A	ST: RecordEntTypes, or if "#" pressed ST: MainMenu	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
299 RecordEntTypes	Play existing recording, if exists then prompt "1" to Record new prompt, "#" to return to Entitlement Types Menu	N/A	"1" Pressed, record/verify prompt, ST: RecordEntTypesMenu;" #" ST: RecordEntTypesMenu	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
300 ErrorState	Play standard error meesge; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
301 Goodbye	Thank caller for using system; ST: Hangup;	N/A	N/A	N/A	N/A	N/A
302 Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A

Figure 1

States	Events					
ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
FrontLine Administration Call-in						
303 RecordFilesMenu	Prompt for the recording ID of the message file	N/A	ST: RecordFiles	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
304 RecordFiles	Play existing recording, if exists then prompt "1" to Record new prompt, "#" to return to Record Files Menu	N/A	"1" Pressed, record/verify prompt, ST: RecordFiles;"#" ST: RecordFiles	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
305 ErrorState	Play standard error meesge; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
306 Goodbye	Thank caller for using system; ST: Hangup;	N/A	N/A	N/A	N/A	N/A
307 Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A

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Figure 1

States	Events					
ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
Substitute Call-out						
308 MakeTheCall	Dial the telephone number; ST: CallAnalysis	N/A	N/A	N/A	N/A	N/A
309 CallAnalysis	Determine how the call was or was not answered	N/A	Person Answers; ST: Identify	Person does not answer;	N/A	N/A
310 Identify	Prompt for SS Number or PIN Number	N/A	ST: PresentRequest	Generate Start Event	N/A	ST: Goodbye
311 PresentRequest	Play request, prompt substitute to "1"Replay; "2"Accept, "3"Reject	N/A	"1"Replay, Generate Start Event; "2". ST: AcceptRequest; "3" ST: RejectRequest	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
312 RejectRequest	"1" Reject w/No more calls; "2"Reject allowing for additional calls	N/A	ST: Goodbye	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
313 AcceptRequest	Play confirmation number; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
314 ErrorState	Play standard error meesge; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
315 Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A
316 Goodbye	Thank substitute for using system; ST: Hangup;	N/A	N/A	N/A	N/A	N/A

Figure 13

States	Events					
ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
Fax Call-out						
317 MakeTheCall	Call FaxNumber ST: CallAnalysis	N/A	N/A	N/A	N/A	N/A
318 CallAnalysis	Determine if Fax Answered	N/A	Fax Answered ST: FaxSend	Fax did not Answer ST:Hangup	N/A	N/A
319 FaxSend	Send Fax ST: End					
320 ErrorState	Play standard error meesge; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
321 Goodbye	Thank substitute for using system; ST: Hangup;	N/A	N/A	N/A	N/A	N/A
322 Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A

DOCKET: 5376-1600

Figure 13F

Synchronization

Client to Server

Client	Events									
States	Have Data	Don't Have Data	File Created	Connect FTP	Did Not Connect to FTP	File not there	Max Tries	Startup	Bad format	Save
Extract	Create file ST: Send	Create File ST: Send								
Send			Create FTP Session; Send File	Verify file was sent ST: Recieve; Else ST: Error			Error			
Receive						Check for file If pres ST: Import Else: Wait	Error			
Import						ST		Opens files; Verfy file format	Refuse all changes	Save Changes
Cleanup								Moves files to archive; Sets last sync dates for all files		
Error										

Server	Events	
States	File Found	Startup
Wait	Create File ST: Import Object	
Import Object		Opens; Verifys; Reads; Saves or discards;
Extract		Create export file; ST:Send
Send		Close file; copies to FTP site

Figure 14A

Project Name : aesop0714
Project Directory : C:\PROGRA~1\EASYER\AESOP\
User Name :
Chart Name : Aesop0714
Chart Filename : aesopc~1.dbe
Chart Notation : IDEF1X
Date : Jul-19-1999
Logical Data Model

Report_Type
RPTT_ID Integer <PK,AK1,AK2>
RPTT_Description VarChar(20)

Report
RPT_ID Integer <PK,AK1,AK2>
RPT_Name VarChar(50)
RPT_FileName VarChar(80)
RPTT_ID Integer <FK1>
RPT_User Integer
RPT_LastUpdate DateTime
RPT_LastSync DateTime
RPT_Deleted SmallInt
ORG_ID Integer

400

Call_Group_Preferences
CGP_ID Integer <PK,AK1,AK2>
CGP_Order SmallInt
CGRP_ID Integer <FK1>
SUB_ID Integer <FK2>
CGP_User Integer
CGP_LastUpdate DateTime
CGP_LastSync DateTime
CGP_Deleted SmallInt
ORG_ID Integer

Report_Schedule
RPTS_ID Integer <PK,AK1,AK2>
RPTS_Old1 DateTime
INST_ID Integer <FK1>
RPT_ID Integer <FK2>
RPTS_User Integer
RPTS_LastUpdate DateTime
RPTS_LastSync DateTime
RPTS_Deleted SmallInt
RPTS_RunTime VarChar(5)

Call_Groups
CGRP_ID Integer <PK,AK1,AK2>
CGRP_Name VarChar(25)
CGRP_User Integer
CGRP_LastUpdate DateTime
CGRP_LastSync DateTime
CGRP_Deleted SmallInt
ORG_ID Integer

Institution
INST_ID Integer <PK,AK1,AK2>
INST_Name VarChar(50)
INST_Parent Integer <FK2>
INST_Phone Char(15)
INST_Fax Char(15)
INST_Email VarChar(80)
INST_Addr1 VarChar(40)
INST_Addr2 VarChar(40)
INST_City VarChar(30)
INST_State Char(2)
INST_Zip Char(9)
INST_Active SmallInt
INSLVL_ID Integer <FK3>
ORG_ID Integer <FK4>
VOX_ID Integer <FK6>
TIMZ_ID Integer <FK5>
INST_CutoffTime VarChar(5)
CGRP_ID Integer <FK1>
INST_User VarChar(10)
INST_LastUpdate DateTime
INST_LastSync DateTime
INST_Deleted SmallInt
INST_Extern_Number VarChar(25)

Institution_Level
INSLVL_ID Integer <PK,AK1,AK2>
INSLVL_Name VarChar(20)
INSLVL_Level SmallInt

Voice
VOX_ID Integer <PK,AK1,AK2>
VOX_OLD VarBinary(1)
VOX_Path VarChar(80)
VOX_User Integer
VOX_LastUpdate DateTime
VOX_LastSync DateTime
VOX_Deleted SmallInt
VOX_BLOB Graphic
ORG_ID Integer

Figure 14B

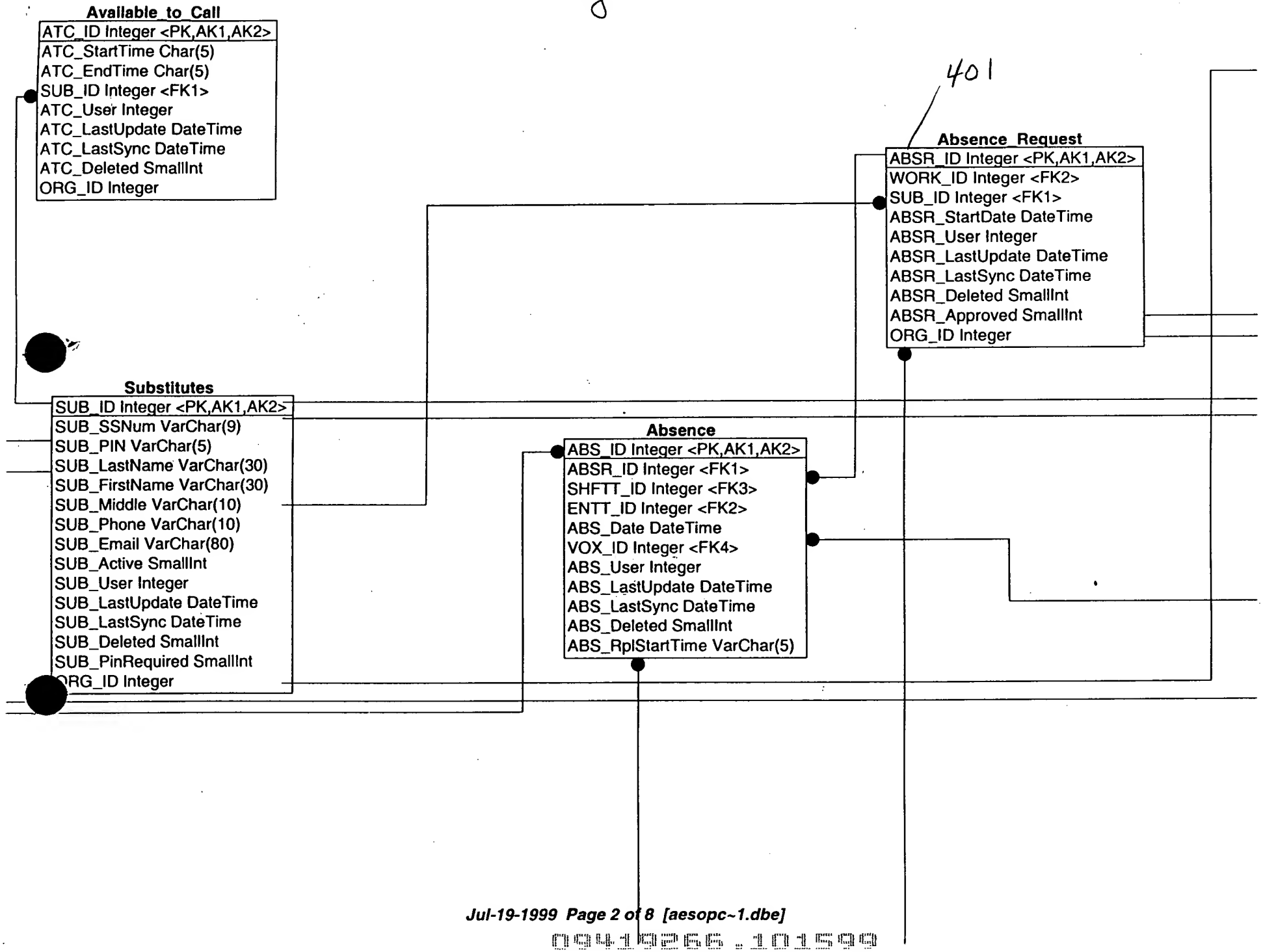

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Figure 14-C

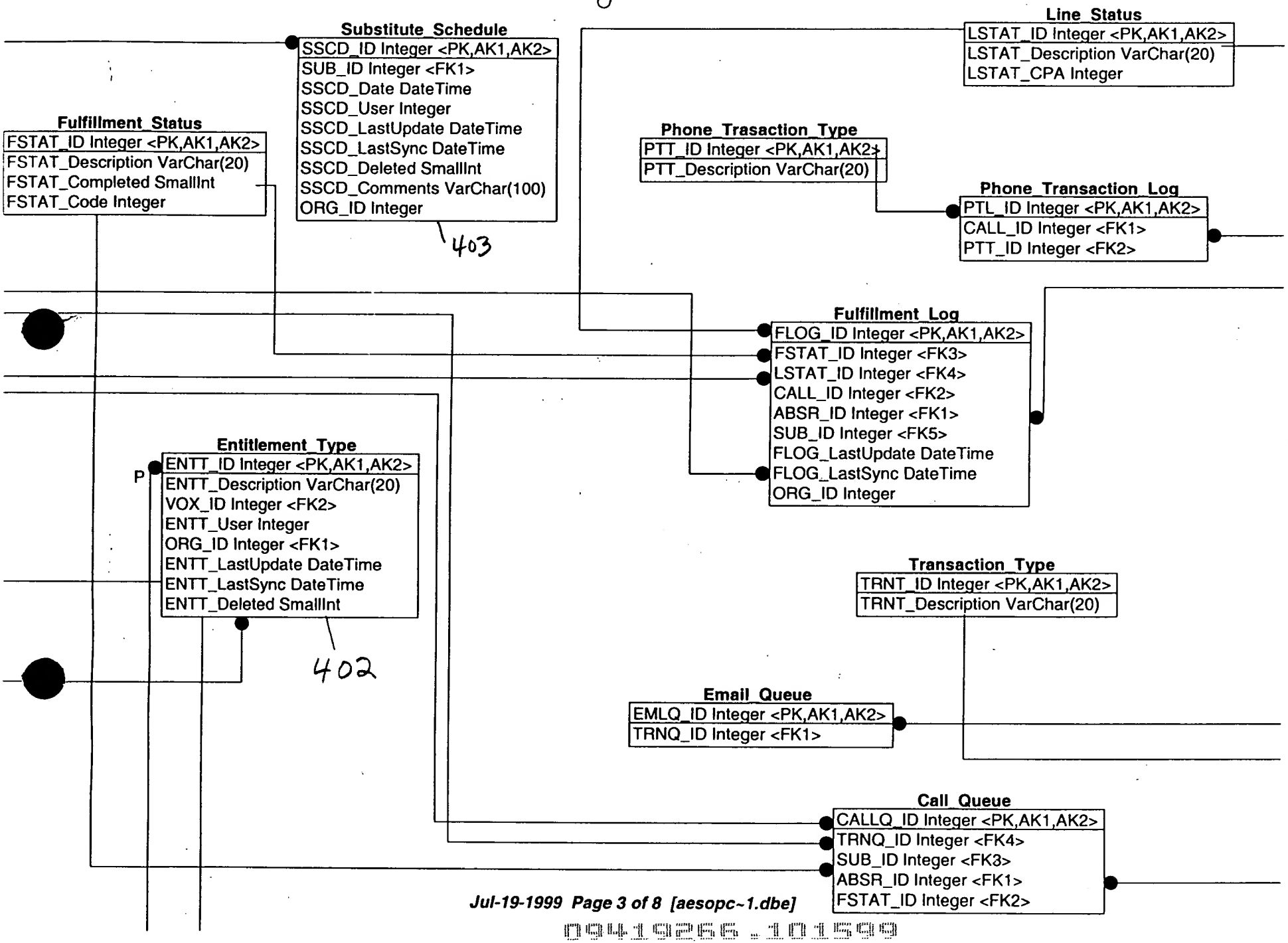

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Figure 14-D

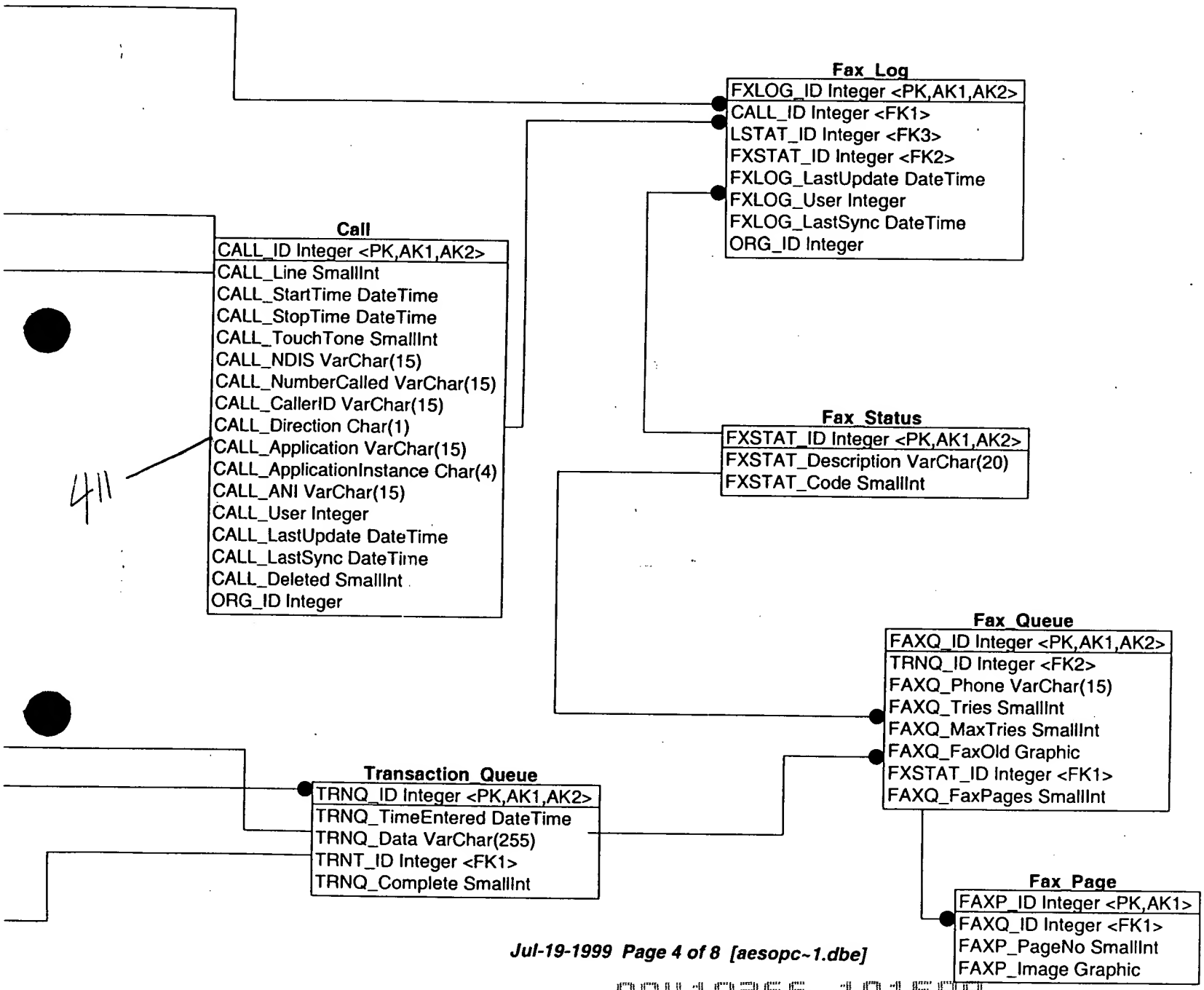

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Figure 14-E

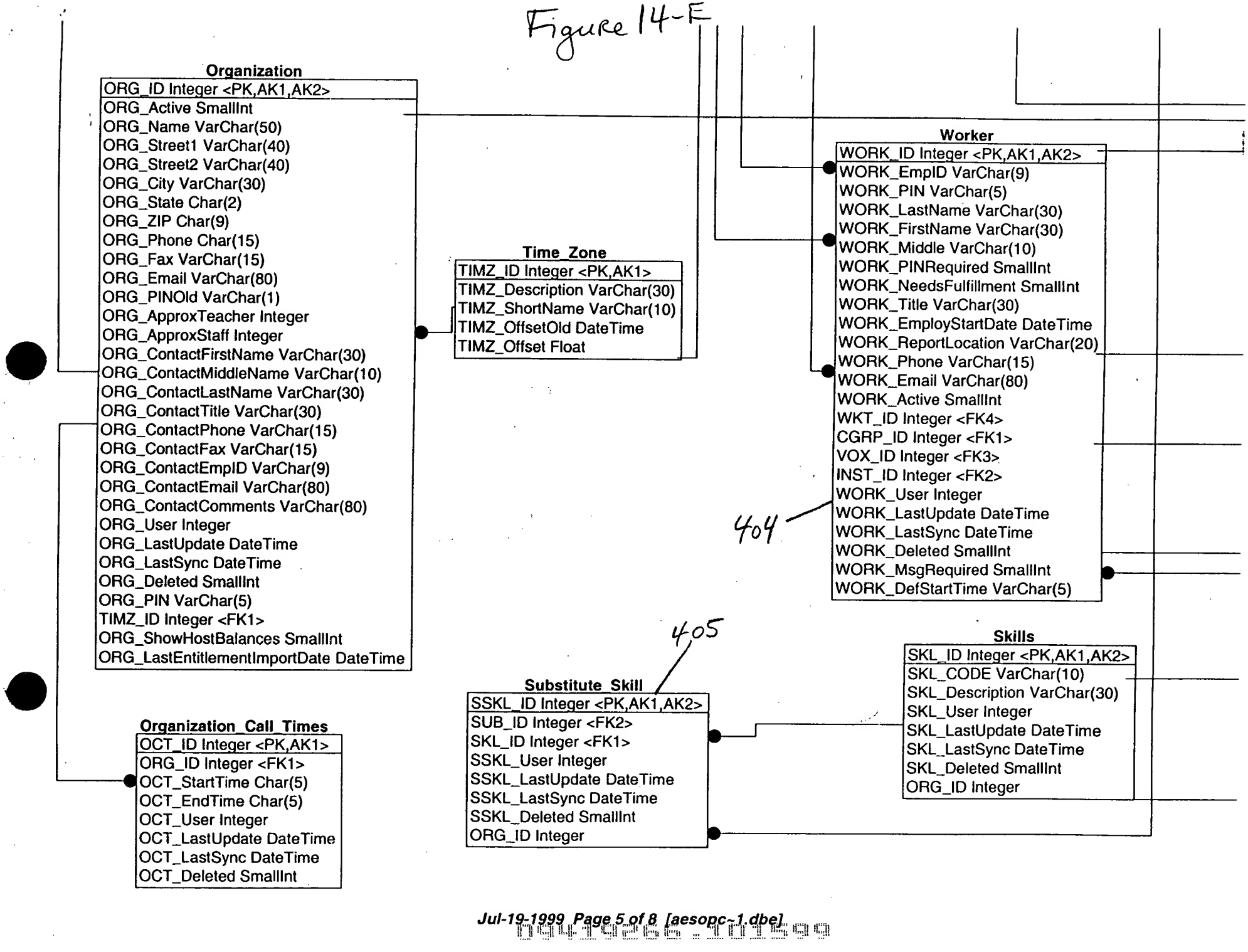
Organization
ORG_ID Integer <PK,AK1,AK2>
ORG_Active SmallInt
ORG_Name VarChar(50)
ORG_Street1 VarChar(40)
ORG_Street2 VarChar(40)
ORG_City VarChar(30)
ORG_State Char(2)
ORG_ZIP Char(9)
ORG_Phone Char(15)
ORG_Fax VarChar(15)
ORG_Email VarChar(80)
ORG_PINOld VarChar(1)
ORG_ApproxTeacher Integer
ORG_ApproxStaff Integer
ORG_ContactFirstName VarChar(30)
ORG_ContactMiddleName VarChar(10)
ORG_ContactLastName VarChar(30)
ORG_ContactTitle VarChar(30)
ORG_ContactPhone VarChar(15)
ORG_ContactFax VarChar(15)
ORG_ContactEmpID VarChar(9)
ORG_ContactEmail VarChar(80)
ORG_ContactComments VarChar(80)
ORG_User Integer
ORG_LastUpdate DateTime
ORG_LastSync DateTime
ORG_Deleted SmallInt
ORG_PIN VarChar(5)
TIMZ_ID Integer <FK1>
ORG_ShowHostBalances SmallInt
ORG_LastEntitlementImportDate DateTime
Time_Zone
TIMZ_ID Integer <PK,AK1>
TIMZ_Description VarChar(30)
TIMZ_ShortName VarChar(10)
TIMZ_OffsetOld DateTime
TIMZ_Offset Float
Worker
WORK_ID Integer <PK,AK1,AK2>
WORK_EmpID VarChar(9)
WORK_PIN VarChar(5)
WORK_LastName VarChar(30)
WORK_FirstName VarChar(30)
WORK_Middle VarChar(10)
WORK_PINRequired SmallInt
WORK_NeedsFulfillment SmallInt
WORK_Title VarChar(30)
WORK_EmployStartDate DateTime
WORK_ReportLocation VarChar(20)
WORK_Phone VarChar(15)
WORK_Email VarChar(80)
WORK_Active SmallInt
WKT_ID Integer <FK4>
CGRP_ID Integer <FK1>
VOX_ID Integer <FK3>
INST_ID Integer <FK2>
WORK_User Integer
WORK_LastUpdate DateTime
WORK_LastSync DateTime
WORK_Deleted SmallInt
WORK_MsgRequired SmallInt
WORK_DefStartTime VarChar(5)
404
405
Substitute_Skill
SSKL_ID Integer <PK,AK1,AK2>
SUB_ID Integer <FK2>
SKL_ID Integer <FK1>
SSKL_User Integer
SSKL_LastUpdate DateTime
SSKL_LastSync DateTime
SSKL_Deleted SmallInt
ORG_ID Integer
Skills
SKL_ID Integer <PK,AK1,AK2>
SKL_CODE VarChar(10)
SKL_Description VarChar(30)
SKL_User Integer
SKL_LastUpdate DateTime
SKL_LastSync DateTime
SKL_Deleted SmallInt
ORG_ID Integer
Organization_Call_Times
OCT_ID Integer <PK,AK1>
ORG_ID Integer <FK1>
OCT_StartTime Char(5)
OCT_EndTime Char(5)
OCT_User Integer
OCT_LastUpdate DateTime
OCT_LastSync DateTime
OCT_Deleted SmallInt

Figure 14-F

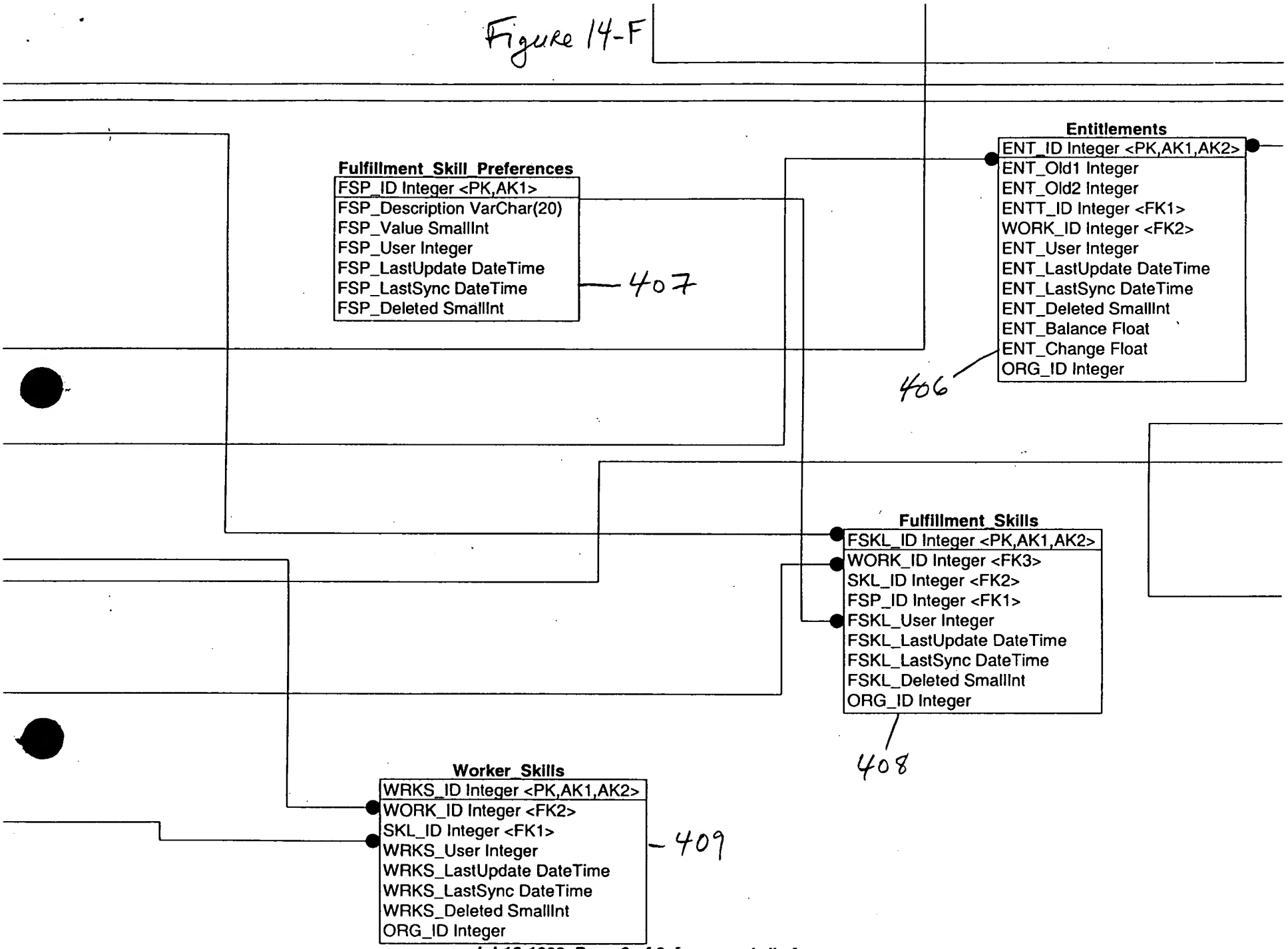

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Figure 14 G

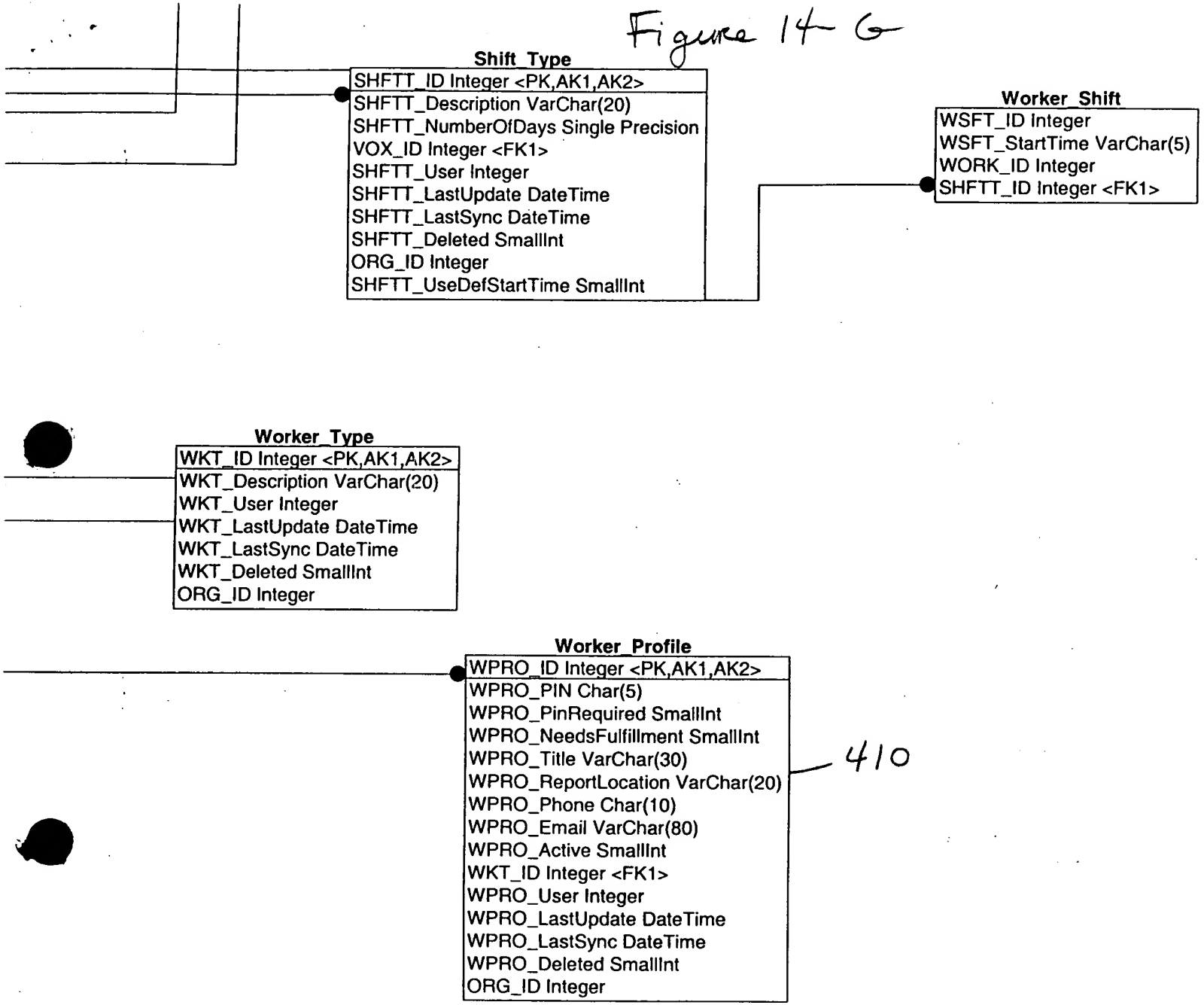

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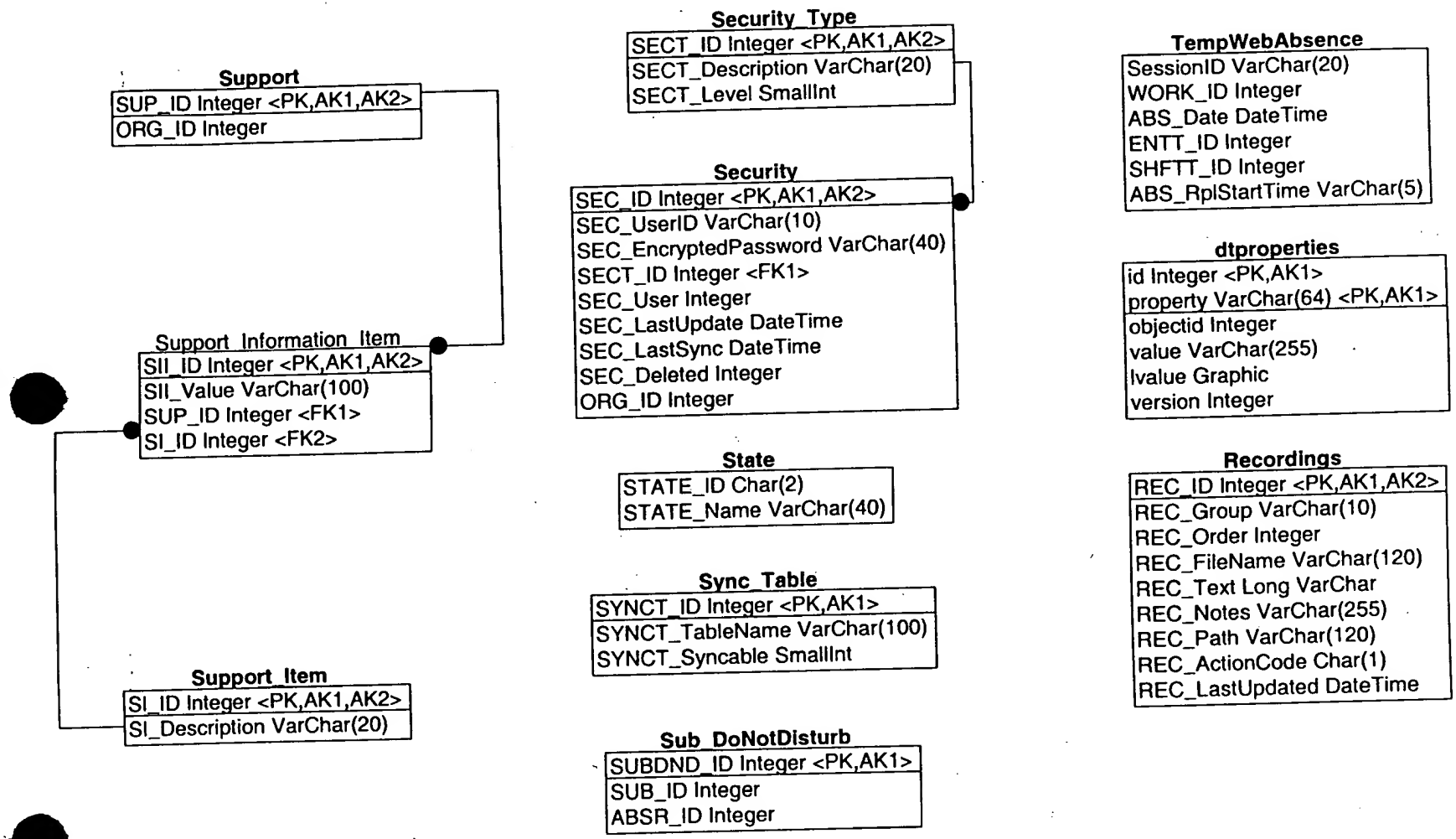
Figure 17-M



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